

Metro Customer Services

Metro has two customer service offices in downtown Seattle to serve you.

King Street Center 201 S Jackson St Monday-Friday 8:30 am - 4:30 pm	Transit Tunnel Westlake Station Last four / first four business days each month 8:30 am - 4:30 pm
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At both locations buy ORCA cards, bus passes, senior permits and taxi scrip, and get information about bus service. Only the King Street Center office registers applicants for disability permits and provides lost-item return service on weekdays.

Customer Service (general information, trip planning, comments and lost & found)
Seattle metro calling area 206-553-3000
Toll Free 1-800-542-7876
Hearing impaired TTY Relay: 711
Metro Online / Online Trip Planner www.kingcounty.gov/metro
Carpool/Vanpool 206-625-4500
Hearing Impaired TTY Relay: 1-800-833-6388

Community Transit..... 1-800-562-1375
Pierce Transit..... 1-800-562-8109

ORCA Card

Metro Transit and eight other Puget Sound transportation agencies (Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit, Seattle Streetcar, King County Water Taxi and Washington State Ferries) use a common fare-payment system called ORCA (One Regional Card for All). The ORCA card works as cash or a pass, and it automatically tracks the value of your fares and transfers, letting you move easily between the participating transportation systems.

Get your ORCA card online at www.orcacard.com, by phone at 1-888-988-6722 (ORCA) or TTY Relay: 711 (1-888-889-6368), at ticket vending machines in Sounder and Link rail stations, or at one of the transit agency customer service offices. The ORCA Web site also provides information on how to use the card, as well as locations at which they can be reloaded with a new pass or additional cash.

Online Trip Planning

Use Metro's online Trip Planner to plan trips on scheduled service in King, Pierce and Snohomish counties. It provides details on transit stops, routes and schedules. Trip Planner itineraries do not include service disruptions and reroutes caused by weather, emergencies, traffic, events or construction.

Trip Planner includes Metro Transit, Pierce Transit, Community Transit, Everett Transit, ST Express buses, Link light rail, Sounder commuter rail, King County Water Taxi, Washington State Ferries, the Seattle Center Monorail, and Seattle Streetcar.
www.kingcounty.gov/tripplanner

Snow/Emergency Service Servicio de emergencia/ nieve

During most snow conditions, this route will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, it will not operate. Visit kingcounty.gov/metro/snow and sign up for Transit Alerts to stay informed during adverse conditions.

Durante la mayoría de las nevadas, esta ruta operará por la ruta designada que se muestra en este programa. En el caso poco frecuente que Metro declare una emergencia, no operará. Visite kingcounty.gov/metro/snow y regístrese para obtener Alertas de Tránsito y mantenerse informado durante las condiciones adversas.

Need more information or assistance?

- Visit Metro Online at kingcounty.gov/metro
- Call Metro's Customer Information Office, 206-553-3000, Mon-Fri except for major holidays [2016: Nov. 11, 24, 25, Dec. 26 (Christmas observed); 2017: Jan. 2 (New Year observed), 16, Feb. 20]
 - 6 am - 8 pm for trip planning assistance
 - 8 am - 5 pm for ORCA assistance and customer comments

How To Pay

Upon boarding, pay your fare with exact change or a convenient regional ORCA card. ORCA cards are sold in downtown Seattle at Metro customer service offices in King Street Center and the Westlake tunnel station.

What To Pay

	1 Zone	2 Zone
Adults (19 and older), Off Peak	\$2.50	\$2.50
Adults (19 and older), Peak	\$2.75	\$3.25
ORCA LIFT Fare,* all times	\$1.50	\$1.50
Youth (6-18 yrs), all times	\$1.50	\$1.50
RRFP cardholders (registered seniors, Medicare, disabled), all times	\$1.00	\$1.00
Children (thru age 5), all times	Four may ride free with person paying adult fare	

*Income Qualified

Cuánto pagar

	Zona 1	Zona 2
Adultos (19 años y mayor) fuera de hora pico	\$2.50	\$2.50
Adultos (19 años y mayor) en hora pico	\$2.75	\$3.25
Tarifa ORCA LIFT,* a toda hora	\$1.50	\$1.50
Jóvenes (6-18 años), a toda hora	\$1.50	\$1.50
Titulares de tarjetas RRFP (personas mayores registradas, Medicare, discapacitados), a toda hora.	\$1.00	\$1.00
Niños (hasta los 5 años), a toda hora.	Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.	

*Ingresos que reúnan los requisitos

VanShare You know a good thing when you ride!

Let VanShare bridge the gap in your commute. Starting a vanshare is simple. You just need five people including a volunteer driver. Use it to make the connection to your final destination from any transportation terminal.

To start a VanShare, phone us at 206-625-4500 or e-mail us at VanShare@kingcounty.gov. Link to our web page through Metro Online kingcounty.gov/metro

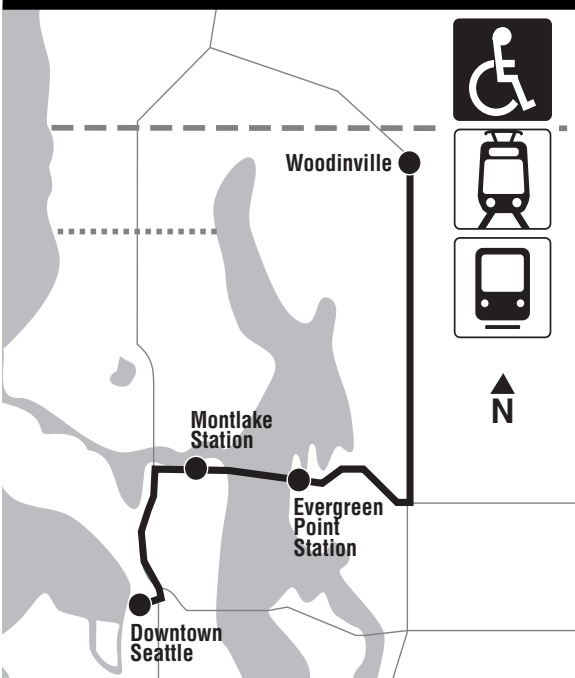


This paper uses minimum 30% post-consumer fibers; acid and chlorine free.
Inks: Environmentally sensitive vegetable-based.

311

Woodinville, Montlake, Downtown Seattle

September 10, 2016 thru March 10, 2017
10 de septiembre de 2016 a través de 10 de marzo de 2017



King County
METRO

We'll Get You There

MAP LEGEND

Makes all regular stops.

EXPRESS SERVICE: Makes limited or no stops. *Hace pocas paradas o no las hace.*

SNOW route. *Ruta para casos de nieve.*

TIME POINT/INTERMEDIAS: Street intersection used for time schedule reference point listed at the top of time columns to estimate bus arrival and trip times.

TRANSFER POINT/LUGAR DE TRASBORDO: Route intersection for transferring to the connecting route or routes indicated.

TIME POINT/TRANSFER POINT. INTERMEDIAS / LUGAR DE TRASBORDO.

FARE ZONE Additional fare required.

PARK & RIDE: Designated free parking area with direct bus service to major commercial centers.

Seattle

5

520

FARE ZONE

Montlake Fwy Station

43 252 268 545

48 255 271 555

167 257 277 556

CT 424 540

DOWNTOWN SEATTLE

(see detail map)

DOWNTOWN SEATTLE

1st Ave

2nd Ave

3rd Ave

4th Ave

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Woodinville

Brickyard P&R

237 342

238 532

255 535

257 952

NE 160th St

NE 128th St

Totem Lake Freeway Station

237 342 952

On NE 128th St

235 243 257 532

237 252 277 535

238 255 342 952

NE 179th St

NE 175th St

NE 170th St

138th PINE

140th Ave NE

236 237 372 522 931

Lake Washington

Kirkland

Evergreen Point Freeway Station

167 268 541 555

252 271 542 556

255 277 545

257 540 CT 424

Clyde Hill / Yarrow Pt Fwy Station

92nd Ave NE (Yarrow Pt Rd)

FARE ZONE

Medina

Clyde Hill

311

Bike & Ride

Metro buses have bike racks that hold three bikes. The racks are easy to use at no extra cost. Just follow the simple instructions posted near the rack. You may load or unload your bike anytime at all regular Metro bus stops, including downtown Seattle and the transit tunnel.

311 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Woodinville P&R	Brickyard P&R	Totem Lake Station	Evergreen Point Station	Montlake Station	Downtown Seattle	
140th Ave NE & NE 179th St	I-405 south-bound on-ramp at NE 160th St	I-405 & NE 128th St	On SR-520 at Evergreen Point Rd	On SR-520 at Montlake Blvd	5th Ave & Pike St	5th Ave S & S Jackson St
5:12	5:21†	5:24†	5:34†	5:38†	5:47†	5:53†
5:42	5:51†	5:55†	6:05†	6:09†	6:18†	6:24†
6:02H	6:14H†	6:18H†	6:30H†	6:34H†	6:43H†	6:50H†
6:17	6:29†	6:33†	6:47†	6:51†	7:00†	7:08†
6:32	6:46†	6:50†	7:06†	7:10†	7:20†	7:28†
6:47H	7:01H†	7:06H†	7:22H†	7:26H†	7:37H†	7:46H†
7:00	7:16†	7:21†	7:37†	7:41†	7:53†	8:02†
7:13H	7:29H†	7:34H†	7:50H†	7:54H†	8:06H†	8:16H†
7:26	7:42†	7:47†	8:03†	8:08†	8:21†	8:31†
7:39	7:55†	8:00†	8:16†	8:21†	8:33†	8:43†
7:54H	8:10H†	8:15H†	8:31H†	8:36H†	8:48H†	8:56H†
8:13	8:29†	8:34†	8:50†	8:55†	9:06†	9:13†

AM – Lighter Type PM – Darker Type

To WOODINVILLE →

Downtown Seattle	Montlake Station	Evergreen Point Station	Totem Lake Station	Brickyard P&R	Woodinville P&R	
5th Ave S & S Jackson St	4th Ave & University St	On SR-520 at Montlake Blvd	On SR-520 at Evergreen Point Rd	I-405 & NE 128th St	I-405 north-bound on ramp at NE 160th St	140th Ave NE & NE 179th St
3:16	3:22	3:35†	3:39†	3:54†	4:00†	4:14†
3:42H	3:48H	4:03H†	4:08H†	4:23H†	4:29H†	